

Teller County Department of Human Services

Child Welfare Grievance Resolution Process

I. APPLICABILITY

This Grievance Resolution Process applies to complaints concerning the conduct of Department personnel in performing their duties pursuant to the Colorado Children's Code. This process is established in accordance with 12 CCR 2509-7:7.606.

II. DEFINITIONS

The following definitions shall be applicable in the operation of this procedure:

Grievance: means a complaint filed by a complainant regarding the conduct of an employee of a county department of social services in performing his/her duties under Article 3 of the Children's Code. "Grievance" does not include complaints regarding conduct by the courts, attorneys, law enforcement officials, employees of the State, foster parents, or other providers of services to children or other family members.

Complainant: means any person who was the subject of an investigation of a report of child abuse or neglect or any parent, guardian, or legal custodian of a child who is the subject of a report of child abuse or neglect and brings a grievance against a county department in accordance with the provisions of Section 19-3-211, C.R.S.

Conduct: means the manner in which a county department employee behaves when performing his/her duties under Article 3 of the Children's Code. If an employee makes a decision that is appealable under Colorado statutes and the rules governing child welfare services, an individual may pursue those remedies. The grievance resolution process does not modify the time frames for pursuing the other forms of relief available under Colorado statutes and the rules governing child welfare services.

Governing body: means the board of county commissioners of Teller County in accordance with Section 19-1-103 (54), C.R.S.

Director: means the Director of Teller County Department of Human Services serving as the Child Welfare Director.

Department: means the Teller County Department of Human Services.

Recommendation: means a proposed course of action that may be implemented by a county director to resolve a grievance. These proposed actions may include reassigning a case to a different employee, requiring an employee to receive training, or administering disciplinary action to an employee, subject to applicable safeguards afforded to the employee through the personnel system under which the employee is employed.

Subject Employee: an employee of the Department whose conduct is the subject of a grievance.

III. THE GRIEVANCE PROCESS

A. Filing the Grievance with the Department

1. **Written Grievance:** Grievances may be submitted the via the [contact us](#) link on the main Teller County website, via mail at PO Box 7245 Woodland Park, CO 80863 or dropped off at 800 Research Drive, Suite 100 Woodland Park, CO 80863, to the Director at Kim.Mauthe@state.co.us

Grievances must be submitted to the Department in writing and must state the following:

- a. The complainant's full name and mailing address;
- b. A short, specific statement of the Complainant's Grievance;
- c. The applicable case name and number (if known); and
- d. The resolution desired by the Complainant.

2. Time Frames for Resolving Grievances:

- a. Any grievance shall be forwarded to the Director within ten (10) working days after it has been received.
- b. The Director shall act upon the Grievance within twenty (20) calendar days after they receive it.
- c. If the Grievance is resolved to the Complainant's satisfaction, the Department will issue a written final decision within thirty-five days (35) of receipt of the grievance.
- d. If the Grievance is not resolved to the Complainant's satisfaction, upon the request of the Complainant, the Department shall refer the Grievance to the Office of The Child Protection Ombudsman.

IV. GRIEVANCE PROCESS INFORMATION

The Department shall post information about the grievance process on the Department's public facing website on the County's main website.

V. ANNUAL REPORTS

The Department shall submit an annual report to the State Department on or before July 31 of each year in accordance with 12 CCR 2509-7:7.606.D.

VI. NOTICE OF RIGHTS AND REMEDIES FOR FAMILIES.

All child welfare clients, guardians, and legal custodians of children involved in the Dependency and Neglect investigation are initially informed of the availability of this process during the initial contacts with parties and periodically throughout the provision of services via the "Notice of Rights and Remedies for Families" which outlines their rights, including the right to access the Conflict Resolution Process through the Department, the Office of the Child Protection Ombudsman or the Colorado Department of Human Services.